

No. of Printed Pages—4

HS/XII/A.Sc.Com/ITS/23

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IT/ITES

(Vocational Course)

(CRM Domestic Voice)

Full Marks : 30

Time : 1 hour

The figures in the margin indicate full marks for the questions

SECTION—A

- 1.** Choose and write the correct answer from the given options : 1×8=8

(a) Which of the following is not a stage of active listening?

- (i) Receiving
- (ii) Understanding
- (iii) Non-responding
- (iv) Evaluating

(b) Which of these sentences is in passive voice?

- (i) They are watching a movie
- (ii) The clock was repaired by Raju
- (iii) He is sleeping in the room
- (iv) My pet dog bit the postman

(2)

- (c) Which of the following is characterized by an extreme feeling of self-importance?
- (i) Narcissistic personality disorder
 - (ii) Borderline personality disorder
 - (iii) Dependent personality disorder
 - (iv) None of the above
- (d) A _____ is an electronic document used to store data in a systematic way and perform calculations just like an expense sheet.
- (i) spreadsheet
 - (ii) worksheet
 - (iii) workbook
 - (iv) name box
- (e) What is the default alignment of numbers in a cell?
- (i) Left aligned
 - (ii) Right aligned
 - (iii) Center aligned
 - (iv) Randomly aligned
- (f) Which menu option do you use to insert a slide?
- (i) Edit
 - (ii) Insert
 - (iii) Slide
 - (iv) Tools

(3)

- (g) The ability to act in a situation before others do is
- (i) interpersonal skills
 - (ii) initiative
 - (iii) perseverance
 - (iv) organisational skills
- (h) In a steel factory, a lot of utensils are being made. The manager finds a number of defective pieces which have to be discarded. How can the person minimize the waste?
- (i) Give it to kabaadiwala or scrapdealer
 - (ii) Dump it in a landfill site
 - (iii) Send it back to the production line to be melted
 - (iv) Sell it in market

SECTION—B

2. Answer any *four* of the following very short answer-type questions : 1×4=4

- (a) Explain the meaning of personality.
- (b) What do you understand by attitude?
- (c) What is perseverance?
- (d) Explain green jobs in agriculture.
- (e) What is payroll?
- (f) Define skill.

(4)

SECTION—C

3. Answer any *three* of the following short answer-type questions : 2×3=6

- (a) What do you understand by the term 'result orientation'?
- (b) What are the different types of spreadsheet?
- (c) List the top ERP vendors.
- (d) What do you understand by the term 'Business Process Outsourcing'?
- (e) What is listening?

SECTION—D

4. Answer any *three* of the following long answer-type questions : 4×3=12

- (a) What is stress and how to manage it?
- (b) What are the qualities that motivate an entrepreneur?
- (c) Define enterprise. Describe the components of enterprise resource planning.
- (d) Explain the advantage and disadvantage of procurement policy.
- (e) What is learning? What is the importance of learning?

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